

Sub-Metrics, continued	
PO-4-02	Change Management Notice – Delay one (1) to seven (7) days
Calculation	Data Value
	Cumulative delay days for all notices sent one (1) to seven (7) days late.
PO-4-03	Change Management Notice – Delay eight (8) plus days
Calculation	Data Value
	Cumulative delay days for all notices sent eight (8) or more days late.

Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
This metric measures the average amount of time that elapses between VZ identification of a Verizon interface outage and VZ notification to CLECs that an outage exists. Notification is sent via electronic mail when a Verizon system outage occurs that prevents the CLECs from performing transactions for Pre-Ordering, Ordering, or Maintenance through any of the production interfaces and the outage affects more than one CLEC.		
Note: Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information on network outages can also be found in the CLEC Handbook.		
Exclusions:		
None.		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> Verizon North
		Verizon North includes: CT, MA, ME, NH, NY, RI, and VT.
Sub-Metrics		
PO-5-01	Average Notice of Interface Outage	
Calculation	Numerator	Denominator
	Date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ.	Total number of interface outages for which notice was given.

Function:		
PO-6 Software Validation		
Definition:		
<p>This metric measures software validation. Verizon installs software releases three (3) times per year (usually during the months of February, June and October). Verizon tests the software release functionality by executing a test deck of transactions to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics in any Performance Assurance Plan (PAP) that the Commission may adopt in relationship to Verizon New York's application to provide interLATA services in New York. Within the software validation metric, weight factors will be allocated among transaction types (e.g., <i>Pre-Order</i>, <i>Resale-Order</i>, <i>UNE-Order</i>, <i>Platform-Order</i>) and then equally distributed across specific transactions within type. The initial array-of-weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.</p> <p>Verizon New York will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon New York will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon New York will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the transaction's weight factor.</p> <p>A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.</p> <p>This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.</p> <p>For those months that Verizon executes the test deck, the observations column on the C2C report is populated with the combined total of the two most current LSOG versions. The performance is populated with the score Verizon received based on the weights.</p> <p>For those months that Verizon does not execute the test deck, the C2C report is populated with the notation R3 to indicate the test deck is executed three (3) times per year.</p>		
Exclusions:		
None.		
Performance Standard:		
PO-6-01: $\leq 5\%$		
Report Dimensions:		
Company:		Geography:
CLEC Aggregate		The Verizon New York test deck results are reported for this sub-metric on the New York C2C reports.
Sub-Metrics		
PO-6-01	Software Validation	
Calculation	Numerator	Denominator
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:		
PO-7 Software Problem Resolution Timeliness		
Definition:		
<p>This metric measures Software Problem Resolution Timeliness. Each month, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Help Desk, those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals.</p> <p>PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a non-emergency software release.</p>		
Exclusions:		
Failed Pre-order and Order transactions reported to the Help Desk after 6:00PM on Friday and before 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.		
Performance Standard:		
<p>PO-7-01: $\geq 95\%$ PO-7-02 and PO-7-04: 48 Hours PO-7-03: 10 days</p> <p>Note: The data value populated on the C2C report for PO-7-02, 7-03 and 7-04 represents the number of hours (or days) beyond the standard. <i>For example</i>, a 50 hour delay for metric PO-7-02 and 7-04 would have a two (2) hour delay populated in the performance column to indicate the performance was two hours beyond the 48 hour standard.</p> <p>Problem Resolution Timeliness Standard measured from time the trouble was reported to the Help Desk (see Appendix O).</p>		
Report Dimensions:		
Company: CLEC Aggregate		Geography: PO-7-01, PO-7-02, and PO-7-03: Verizon East PO-7-04: New York Verizon East includes: CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and D.C.
Sub-Metrics		
PO-7-01	% Software Problem Resolution Timeliness	
Calculation	Numerator	Denominator
	Number of production referrals resolved within timeliness standard.	Total number production referrals.
PO-7-02	Delay Hours – Software Resolution – Change – Transactions failed, no workaround	
Calculation	Data Value	
	Number of cumulative delay hours (beyond the 48-hour standard) for identified software resolution changes associated with order rejects with no workaround.	

PO-7 Sub-Metrics, continued	
PO-7-03	Delay Days – Software Resolution – Change – Transactions failed with workaround
Calculation	Data Value
	Number of cumulative delay days (beyond the 10-day standard) for identified software resolution changes associated with order rejects with a workaround.
PO-7-04	Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround ⁵
Calculation	Data Value
	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with order rejects with no workaround for Test Deck Transactions.

⁵ This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

Function:		
PO-8 Manual Loop Qualification		
Definition:		
The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services (e.g. 2W-xDSL), when such information is not available through an electronic database.		
Exclusions:		
Weekend and major Holidays are excluded from the interval count.		
Note: Weekend hours are from 5:00PM Friday to 8:00AM Monday. Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday.		
Performance Standard:		
PO-8-01: 95% within 48 Hours		
PO-8-02: 95% within 72 Hours		
Sub-Metrics		
PO-8-01	% On Time – Manual Loop Qualification	
Calculation	Numerator	Denominator
	Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	Number of manual loop qualification transactions.
PO-8-02	% On Time– Engineering Record Request	
Calculation	Numerator	Denominator
	Sum of Engineering Record Requests where the time from the receipt of a Engineering Record Request to the time of the distribution of the Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Section 2
Ordering Performance
(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	8
OR-2	Reject Timeliness	6
OR-3	Percent Rejects	2
OR-4	Timeliness of Completion Notification	3
OR-5	Percent Flow-Through	2
OR-6	Order Accuracy	2
OR-7	Order Confirmation/Rejects sent within three (3) business days	1
OR-8	Acknowledgement Timeliness	1
OR-9	Order Acknowledgement Completeness	1
OR-10	PON Notifier Exception Resolution Timeliness	2

Function:
OR-1 Order Confirmation Timeliness
Definition:
<p>This metric measures Order Confirmation Timeliness.</p>
<p>Resale and UNE:</p> <p>Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. Note: Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent.</p> <p>Partial migrations for less than six (6) lines – with accounts that include six (6) or more lines, that must be rearranged, will be treated as six (6) lines or greater.</p> <p>Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.</p> <p>Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.</p> <p>Physical Facility Checks – are completed on orders (submitted via LSR) with more than five (5) lines. Note: Effective October 2001, orders for UNE Specials DS0s will change from the LSR format to the ASR format. The DS0 orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines.</p> <p>Facility Checks ; Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through the REQNET system.</p> <p>Note: Effective October 2001, orders for UNE Specials DS0s will be submitted via ASRs. UNE Specials DS0s do not automatically require facility checks through REQNET. UNE Specials DS0s will require facility checks if the order is for more than five (5) lines.</p>
<p>Trunks:</p> <p>The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. Note: The received date is restarted for each SUPP.</p> <p>Inbound Augment Trunks: For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.</p>

OR-1 Definition, continued:

Notes

- (1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
- (2) Verizon New York includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon New York's error in initial confirmation⁶ in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included.
- (3) If no order confirmation time exists due to a missing order confirmation, Verizon New York will use the completion notification time.
- (4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.
- (5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

Resale and UNE:

- VZ Test Orders ⁷
- Weekend and holiday hours (other than flow-through):
 - Weekend hours are from 5:00PM Friday to 8:00AM Monday.
 - Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- For OR-1-01 and OR-1-02: SOP scheduled downtime hours (flow-through).

–Verizon SOP scheduled hours are as follows:

Monday through Friday 12:30AM to 11:30PM
 Saturday 12:30AM to 7:30PM
 Sunday 7:30 AM to 11:30PM.

Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, (e.g. *NPA splits*). All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

⁶ Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon New York reasons are not counted as resent confirmations.

⁷ VZ-Test Orders – see Glossary.

Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate ⁸ CLEC Specific 		Geography: <ul style="list-style-type: none"> New York
Performance Standard: OR-1 Order Confirmation Timeliness		
OR-1-02, 1-04, 1-06, 1-08, 1-10, and 1-12: 95% On Time according to the schedule below: OR-1-13: 95%		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: POTS/Pre-Qualified Complex: <ul style="list-style-type: none"> Flow-through orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) <ul style="list-style-type: none"> 2-wire Digital Services: 72 hours Special Services: <ul style="list-style-type: none"> Orders with no facility check : 48 hours Order with facility check: 72 hours ¹⁰ Faxed/Mailed Orders: Not available for Resale	Electronically Submitted Orders: POTS/Pre-Qualified Complex: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services(requiring Manual Loop Qualification) <ul style="list-style-type: none"> 2-Wire Digital Services: 72 hours 2-Wire xDSL Loops: 72 hours 2-Wire xDSL Line Sharing/Line splitting: 72 hours Special Services: <ul style="list-style-type: none"> Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE specials (DS1 and above) received via ASR. Orders with facility check: 72 hours (UNE Specials DS1 and above) Faxed/Mailed Orders: Add 24 hours to intervals above. Not available for UNE POTS	Electronically Submitted Orders: Firm Order Confirmation: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Design Layout Record <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Inbound Augment Trunks: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 hours to intervals above

⁸ Excludes Verizon Advanced Data Incorporated

¹⁰ Also includes orders requiring facility verification as listed on the Verizon web-site
<http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>.

Sub-Metrics		
OR-1-01	Metric Not in Use in Verizon North	
OR-1-02	% On Time LSRC – Flow-through	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	Numerator	Denominator
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-03	Metric Not in Use in Verizon North	
OR-1-04	% On Time LSRC - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-Qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials DS0
Calculation	Numerator	Denominator
	Number of electronic LSRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic LSRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	Metric Not in Use in Verizon North	
OR-1-06	% On Time LSRC/ASRC - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	Metric Not in Use in Verizon North	

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	% On Time LSRC - No Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials DS0 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than the standard for the specified product.	Total number of faxed or mailed ASRs, not requiring a facility check, confirmed for specified product.
OR-1-09	Metric Not in Use in Verizon North	
OR-1-10	% On Time ASRC - Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	Metric Not in Use in Verizon North	
OR-1-12	% On Time FOC	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks and Projects) 	
Calculation	Numerator	Denominator
	Number of orders confirmed within the specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	% On Time Design Layout Record (DLR)	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-14 through OR-1-18	Metrics not in use in Verizon North.	
OR-1-19	% On Time Response - Request for Inbound Augment Trunks	
Products	<ul style="list-style-type: none"> • VZ Trunks (≤ 192 Trunks) • VZ Trunks (>192 Trunks) 	
Calculation	Numerator	Denominator
	Number of requests for Inbound Augment Trunks with responses sent within the specified interval for product type.	Number of requests for Inbound Augment Trunks requested on a TGSr received via e-mail.

Function:
OR-2 Reject Timeliness
Definition:
This metric measures Reject Timeliness.
<p>Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (DCAS or Request Manager) or Fax date and time stamp. Note: Orders are considered distributed at the time Verizon sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent.</p>
<p>Average Reject Response Time: The mean of all reject response times associated with a product group.</p>
<p>Percent of Orders Rejected On Time: The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.</p>
<p>Notes</p> <ol style="list-style-type: none"> (1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. (2) Measurements are based on rejected orders. (3) VZ NY does not include cancelled orders in the measurements. (4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month. (5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.
Exclusions:
<ul style="list-style-type: none"> • VZ Test Orders • Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject. • Weekend and Holiday Hours (other than flow-through): <ul style="list-style-type: none"> • Weekend Hours are from 5:00PM Friday to 8:00AM Monday. • Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow-through requests. • For OR-2-02: SOP scheduled downtime hours (Flow-through). Verizon SOP Scheduled hours are as follows: <div style="margin-left: 40px;"> <p>Monday through Friday 12:30AM to 11:30PM</p> <p>Saturday 12:30AM to 7:30PM</p> <p>Sunday 7:30 AM to 11:30PM</p> </div> <p>Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, (e.g. <i>NPA splits</i>). All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.</p>

Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate ⁹ CLEC Specific 		<ul style="list-style-type: none"> New York
Performance Standard – Reject Timeliness		
OR-2-02, 2-04, 2-06, 2-08, 2-10, and 2-12: 95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: POTS: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (2- Wire Digital Services ISDN): <ul style="list-style-type: none"> Orders: 72 hours Special Services: ¹⁰ <ul style="list-style-type: none"> Orders with no facility check: 48 hours Orders with facility check: 72 hours Faxed/Mailed Orders: Not available for Resale	Electronically Submitted Orders: POTS: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) : <ul style="list-style-type: none"> 2Wire Digital Services 72 hours 2Wire xDSL Loop: 72 hours 2Wire xDSL Line Sharing/Linesplitting: 72 hours Special Services: ¹¹ <ul style="list-style-type: none"> Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE Specials (DS1 and above) received via ASR. Orders with ≥ facility check: 72 hours Faxed/Mailed Orders: Add 24 hours to intervals above. Not available for UNE POTS	Electronically Submitted Orders: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 hours to intervals above
Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	Metric Not in Use in Verizon North	
OR-2-02	% On Time LSR Reject (Flow-through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> Loop/Pre-Qualified Complex/LNP Platform
Calculation	Numerator Number of electronic rejects sent where the reject date and time minus the submission date and time is less than two (2) hours for specified product.	Denominator Total number of flow-through LSRs rejected for specified product.

⁹ Excludes Verizon Advanced Data Incorporated

¹⁰ Also includes orders requiring facility verification as listed on the Verizon web-site <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>.

¹¹ Also includes orders requiring facility verification as listed on the Verizon web-site <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-03	Metric Not in Use in Verizon North	
OR-2-04	% On Time LSR Reject - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.
OR-2-05	Metric Not in Use in Verizon North	
OR-2-06	% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-07	Metric Not in Use in Verizon North	
OR-2-08	% On Time Reject - No Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-09	Metric Not in Use in Verizon North	
OR-2-10	% On Time Reject - Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Number of faxed rejects requiring a facility check, sent where reject date and time minus submission date and time is less than standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-11	Metric Not in Use in Verizon North	
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks: <ul style="list-style-type: none"> CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of rejected trunk orders that meet reject trunk standard (10 days).	Number of rejected trunk orders for less than 192 trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
<p>This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected.</p> <p>The percent reject measure is reported against all submitted order transactions processed in the Verizon Ordering Interface (DCAS or Request Manager), not just those with associated CRIS completions.</p> <p>Note: Edit Rejects (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.</p>		
Exclusions:		
<ul style="list-style-type: none"> VZ Test Orders 		
Performance Standard:		
<p>OR-3-01: No standard.</p> <p>OR-3-02: 95%</p>		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate ¹² CLEC Specific 		Geography: <ul style="list-style-type: none"> New York
Sub-Metrics		
OR-3-01	% Rejects	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records received for specified product.
OR-3-02	% Resubmission Not Rejected	
Calculation	Numerator	Denominator
	Total PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of PONs already in Verizon's systems.	Total PONs resubmitted at Verizon's request.

¹² Excludes Verizon Advanced Data Incorporated

Function:		
OR-4 Timeliness of Completion Notification		
Definition:		
Refer to the <i>Definition</i> listed next to each OR-4 sub-metric (OR-4-11, OR-4-16, and OR-4-17) for a description of the measurement included in the sub-metrics.		
Exclusions:		
<ul style="list-style-type: none"> Verizon Test Orders Orders not received through the Verizon Netlink EDI system. This includes orders transmitted manually, orders received through the VAN EDI system, and orders submitted through the WEB GUI. VADI orders For sub-metric OR-4-11 only includes the following additional exclusion: Any product that is not designed to generate a PCN and a BCN. 		
Performance Standard:		
<p>For sub-metric OR-4-11: 0.25% of PONs that received neither a PCN nor a BCN within two (2) business days from the SOP posting of the provisioning of the last service order associated with a specific PON.</p> <p>For sub-metric OR-4-16: 95% of PCNs sent within one (1) business day.</p> <p>For sub-metric OR-4-17: 95% of BCNs sent within two (2) business days.</p>		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate ¹³ CLEC Specific 		Geography: <ul style="list-style-type: none"> New York <p>Note: Geography is state specific</p>
Sub-Metrics Timeliness of Completion Notification		
OR-4-01 through OR-4-10	Metrics Not in Use in Verizon North	
OR-4-11	% Completed orders with neither a PCN nor BCN Notifier sent	
Description	<p>The percent of EDI PONs for which the last service order has been <i>provisioning completed</i> in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in SOP of the last service order associated with a specific PON. The PCN and the BCN are considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. If no PCN and no BCN have been sent in two (2) business days after <i>provisioning completion</i>, the order will be captured here in this measure.</p>	
Products	<p>CLEC Aggregate:</p> <ul style="list-style-type: none"> EDI 	
Calculation	Numerator	Denominator
	Number of EDI PONs completed that have produced neither a PCN nor a BCN within two (2) business days after the last service order has been updated as <i>provisioning completed</i> in SOP.	Total number of EDI PONs for which the last service order has been updated as <i>provisioning completed</i> in SOP in a month.

¹³ Excludes Verizon Advanced Data Incorporated

Sub-Metrics Timeliness of Completion Notification, continued		
OR-4-12 through OR-4-15	Metrics Not in Use in Verizon North	
OR-4-16	% Provisioning Completion Notifiers sent within one (1) Business Day	
Description	The percent of EDI Provisioning Completion Notifiers (PCNs) sent within one business day of work order completion (WFA completion date) in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in the Verizon SOP system of the last service order associated with a specific PON. The PCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to the transmission to the CLEC. The PCNs shall be considered to be timely if Verizon provides them within one business day of the Work Order Completion (WFA completion date) in SOP.	
Products	CLEC Aggregate: • EDI	
Calculation	Numerator	Denominator
	Number of EDI PONs completed that produce a PCN within one (1) business day after Work Completion in WFA.	Total number of EDI PONs for which the last service order has been updated as <i>provisioning completed</i> in the Service Order Processor (SOP) in a month.
OR-4-17	% Billing Completion Notifiers sent within two (2) Business Days	
Description	The percent of EDI Billing Completion Notifiers (BCNs) sent within two (2) business days of the provisioning order completion in the Verizon SOP system. The elapsed time begins with the completion in the Verizon SOP system of the last service order associated with (provisioning) a specific PON. The BCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLECs. The BCNs shall be considered to be timely if Verizon provides them within two (2) business days of the Order Completion in SOP.	
Products	CLEC Aggregate: • EDI	
Calculation	Numerator	Denominator
	Number of EDI PONs completed that produce a BCN within two (2) business days after SOP provisioning completion update..	Total number of EDI PONs for which the last service order has been updated as <i>provisioning completed</i> in the Service Order Processor (SOP) in a month.

Function:		
OR-5 Percent Flow-Through		
Definition:		
<p>This metric measures the percent of valid orders (LSRs) received through the electronic ordering interface (example includes: Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through.</p> <p>Simple Flow-through: Percent of Basic POTS Services (excluding Centrex) that actually flow-through from DCAS to SOP.</p> <p>% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors.</p> <p>Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken.</p> <p>Note: Rejected Orders (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.</p>		
Exclusions:		
<ul style="list-style-type: none"> VZ Test Orders Verizon Advanced Data Incorporated (VADI) <p>From Achieved Flow-through:</p> <ul style="list-style-type: none"> Orders not eligible to flow-through <p>Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix H.</p> Orders with CLEC input errors in violation of published business rules 		
Performance Standard:		
OR-5-01 No standard developed for total flow-through.		
OR-5-03: 95% for % flow-through achieved		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> New York
Sub Metrics		
OR-5-01	% Flow-through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow-through for specified product.	Total number of LSR records (orders) for specified product.
OR-5-02	Metric Not in Use in Verizon North	
OR-5-03	% Flow-through Achieved	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of orders that flow-through for specified product.	Number of flow-through eligible orders.

Function:		
OR-6 Order Accuracy		
Definition:		
This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of order confirmations sent from Verizon to the CLEC with error. The second measure is focused on the percent of fields populated correctly on the Verizon order.		
Note: The OR-6-03 Interim measure is in effect until LSOG4 is fully implemented.		
Methodology:		
VZ uses a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from DCAS/Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s).		
Verizon samples by centers that process CLEC orders and pulls 20 LSRs per center. Samples are identified using random number generation from DCAS. Verizon then prints a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluates the FOC to determine if the information included is accurate.		
Exclusions:		
<ul style="list-style-type: none"> Orders entered by the CLEC that flow-through. Verizon Advanced Data Incorporated (VADI) Orders. 		
Performance Standard:		
OR-6-01, and OR-6-03 (interim measure) 95% orders without errors.		
OR-6-03 (long term measure): not more than 5% of LSRCs resent due to Verizon error.		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate 		Geography: Resale: OR-6-01 and OR-6-02: Verizon North OR-6-03: Verizon New York Note: OR-6-03 includes CT data. UNE: OR-6-01, OR-6-02 and OR-6-03: Verizon North Note: Verizon North includes CT, MA, ME, NH, NY, RI, VT
Sub-Metrics		
Products	Resale	UNE: <ul style="list-style-type: none"> Loop/Complex/LNP Platform
OR-6-01	% Accuracy – Orders	
Calculation	Numerator	Denominator
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.
OR-6-02	Metric Not in Use in Verizon North	
OR-6-03	% Accuracy – LSRC (Interim Measure)	
Calculation	Numerator	Denominator
	Number of LSRCs sampled minus LSRCs with errors for specified product.	Number of LSRCs sampled.
OR-6-03	% Accuracy – LSRC (Long Term Measure)	
Calculation	Numerator	Denominator

	Number of LSRCs resent due to error.	Number of LSRCs.
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